

From: Jenkins, Becky - Division of School Data Services
Sent: Tuesday, April 17, 2018 9:28 AM
To: All State KSIS Contacts
Subject: KSIS Alert: Infinite Campus Issue Alert - State Sync
Importance: High

KSIS Contact:

Infinite Campus has provided the following alert.



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ISSUE ALERT: All Infinite Campus District Edition communication to State Edition is experiencing an outage. Due to this outage Student Locator, Records Transfer, State ID assignment, Combine Person and some state reports are unable to make a connection to State Edition.

FIX: Infinite Campus is investigating the source of this issue. Once communication is restored a follow up notice will be sent.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Support at 1-888-461-2004.

The Infinite Campus Support Team

Committed to Doing the Right Thing

Please note: DO NOT REPLY TO THIS MESSAGE. The Infinite Campus Support mailbox is unattended. If you have a question or response specific to a case, please logon to the Infinite Campus Support portal at: <https://community.infinitecampus.com>.

Infinite Campus, Inc.

4321 109th Ave NE

Blaine, MN 55449

Campus Support 1-888-461-2004 (for Authorized Support Contacts)